

MINUTES OF THE
MAG 9-1-1 TECHNICAL SUBCOMMITTEE MEETING

July 13, 1999
Phoenix Police Department
Phoenix, AZ 85040

MEMBERS ATTENDING

Jim Wortham, Phoenix Fire/Chairman	Jean Maiocco, MCSO
Gail Denney, Scottsdale PD	*Jeff Walter, Tolleson PD
*Janet Laird, Gilbert PD	Joe Noce, Mesa Communications
*Naoma Sloan, Avondale PD	Jim Malinski, Chandler PD
Sherrie Clark for Sheila Pattee, Glendale PD	+Mel Weimeister, Phoenix PD
Susan MacFarlane, Tempe PD	+Gary Elliott, Phoenix PD
+Debby Mannheimer, U.S. West	*+Scott Organ, Rural Metro
+Barbara Jaeger, ADOA	

* Those members neither present nor represented by proxy.
+ Ex-Officio member.

OTHERS PRESENT

Mary Dysinger-Franklin, MAG 911 Rep
Larry Beauchat, ADOA

1. Call to Order

The meeting was called to order by Jim Wortham, chairman, at 9:08 a.m.

2. Approval of the May 5, 1999 and May 17, 1999 Meeting Minutes

The minutes of the May 5, 1999 and May 17, 1999 meetings were approved as written with the exception of the word stature under number 5 of the May 5, 1999 minutes. The word should read Statute.

3. PSAP Handbook Review

Mary Dysinger-Franklin provided a draft of the changes that had been made since the last meeting. Everyone made suggestions for further updating pertaining to more definitions and deleting obsolete ones. The NPD's will be added possibly before or after the ALI display.

4. FY 1999 Budget Amendment

U.S. West is stating that the installation at Chandler will be approximately \$5,500.00 more than originally quoted. Linda Sorensen investigated the discrepancy and discovered that parts that make up the complete equipment list for the 30 button sets and the desktop ANI/ALI displays were not included in the original quote. For instance, the MAARS backroom equipment, PCA Controller 30 line, was omitted, the Adapter interconnection, Radio Interface Jackbox and plenum cable to connect the positions to the back room were not

included in the original quote. Because we are now in FY2000 this will be a FY2000 amendment. Joe Noce moved and Gail Denney seconded to request that the budget be amended for the price increase for the Chandler installation. The committee voted approval but mentioned that in the future U.S. West needs to be held accountable for the quotes that they are giving us. Mary Dysinger-Franklin mentioned that when a contract is written they usually adhere to the quoted price. It is the smaller MAC orders that seem to be changed quite often. The committee discussed and agreed that a letter should be written to U.S. West advising them of the budgetary impact of the quotes since the quotes are used to prepare the budget and that funds may or may not be available later. The letter should be sent to David Dean and state that these quotes need to be accurate and timely.

Susan MacFarlane also mentioned that a letter be sent informing U.S. West that when a call for repair is made the technician should not be asking the on duty supervisor if it can wait until a later time. We are paying for a 1-hour response and expect a technician to fix the problem (whether remotely or on site) when it is reported. Jim Wortham agreed to draft a letter for the committee's review.

5. N11 Plan

Jim Wortham provided the draft of the N11 proposal he put together sometime back. He also stated that the Intelligent Transportation System (ITS) is looking for support to implement 211 as a catchall for highway information numbers. Mary Dysinger-Franklin mentioned that they aren't specifically requesting 211 but an abbreviated number. He stated that this document could provide MAG with some sort of direction for the elected officials to know that if we are going to get involved with N11 that the N11 call be directed away from our existing emergency centers. Susan MacFarlane asked that the committee's role and their goal and objectives be clarified. Jim Wortham stated that he felt our role is to direct MAG to support our position that N11 is not another number that is going to drop into our dispatch centers. Jean Maiocco asked if there was anything existing that would support not allowing N11 calls to use the 911 network. She mentioned that there were discussions in Texas regarding this when they were implementing 311. Jim felt that because 911 is a separate network this wouldn't be possible. Barbara Jaeger felt that there were privacy issues that would not allow this to happen. Jim mentioned that there is a statement in the document regarding this but Jean felt that we needed to more clearly state the reasons or justification for our position.

The committee discussed who in the county is or would be interested in implementing 311. Several agencies were identified as possibilities such as the city of Scottsdale, HMOs, Fire/EMS agencies, the city of Paradise Valley and others.

Jim Wortham related that we need to have a plan or strategy for MAG to take to the city officials on how we would like 311 implemented. Mary Dysinger-Franklin stated that she felt our role or duty with 311 was to outline the issues and its impact, public expectations, pros, cons and impact on 911 in order to allow city officials to make an informed decision on implementing 311.

Joe Noce mentioned that the Department of Justice has never completed their 311 study. They were planning to study Baltimore, Buffalo, Phoenix, and possibly a few other cities.

Gary Elliott said they had visited Phoenix Police but he has never heard any results from the study.

6. Maricopa County E911 System Consultant Study RFP Development

Jim Wortham provided a copy of the draft RFP. He asked if we wanted to add N11 as a component of the study. Others thought it would probably be a good idea. He asked if anyone had anything else that they wanted added to the scope of work. Jim was asking that the group ensure that the scope of work and the objectives are valid. The tasks have to eventually address the objectives.

Barbara Jaeger mentioned that the Capitol Police and DPS need to be addressed. It needs to read MAG 911 system agencies rather than MAG member agencies. She also thought that we should probably look at the past RFP and possibly incorporate it into this one. Barbara would look to see if she has a copy for Jim.

7. Model PS ALI Legislation

Debbie Mannheimer mentioned that they are working on the RG29 form and is requesting direction from us. In the discussion regarding default ESN Mary Dysinger-Franklin mentioned that several CLECs have been instructed to use Phoenix PD as their default. She advised that if we are going to do that we need to create a default ESN for them. Debbie advised we can only have one default and that it should remain 500 at MCSO. It was decided to keep MCSO as the default and to make sure the CLECs are informed.

Barbara Jaeger was unable to provide the draft legislation but said that she would send it out to us electronically. She mentioned that they changed the terminology to make it more universal and not just address PBX. She feels that once this has been approved by NENA it would work well here in Arizona to get legislation passed to address these issues. She said that with the help of people from Texas and Illinois that are on the committee they have been able to identify and hopefully correct problems that have occurred in those states. She also mentioned that the minimum location identification requirement is narrowed down to the floor and the door. They have the option to delineate further but it won't be required. She stated they have another meeting set to further refine this document.

The meeting was adjourned at 10:49 a.m.

The next meeting of the Technical Subcommittee will be September 21, 1999 at 9:00 a.m. The meeting will be held at:

**Phoenix Fire Department
150 S. 12th Street
Phoenix, AZ 85034**